100

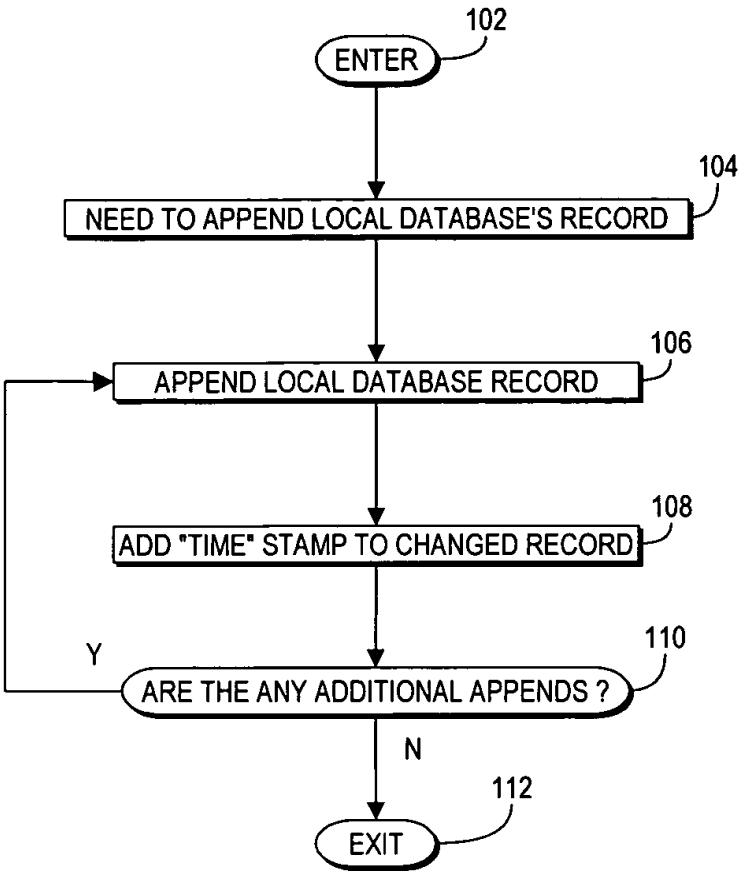

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FIG. 1 Prior Art

200

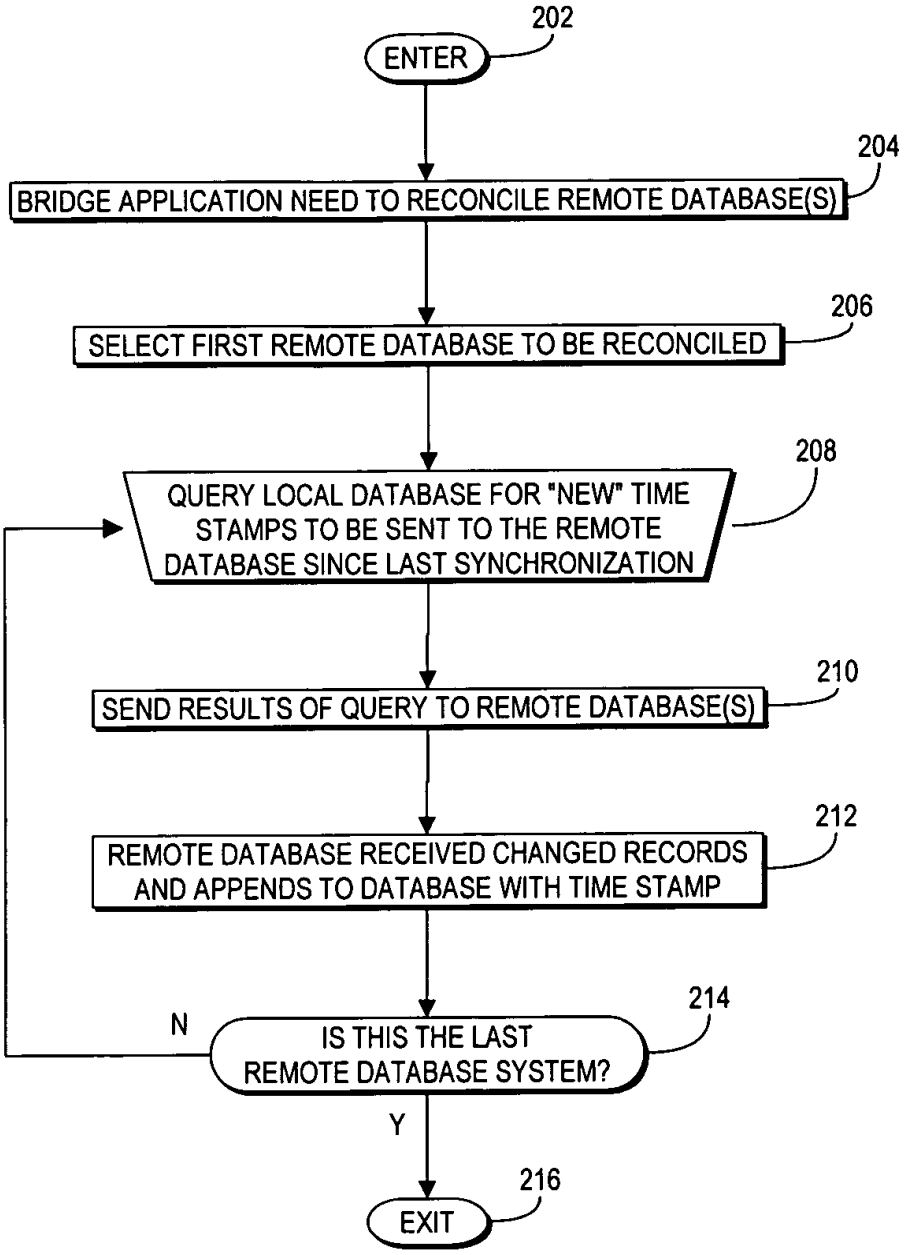

FIG. 2

20021021.0104646

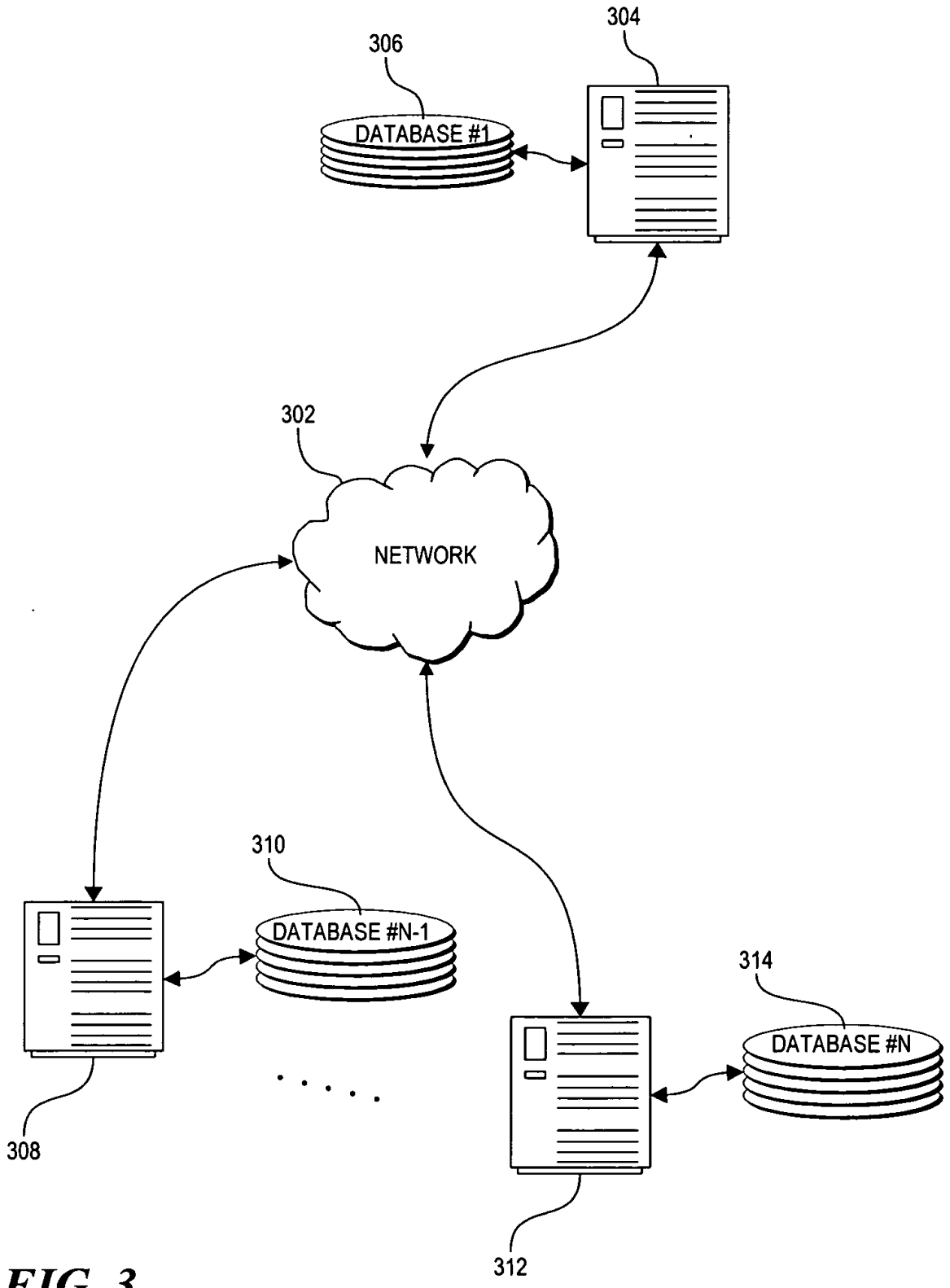
300
304
306
DATABASE #1
302
NETWORK
310
DATABASE #N-1
314
DATABASE #N
308
312

FIG. 3

400

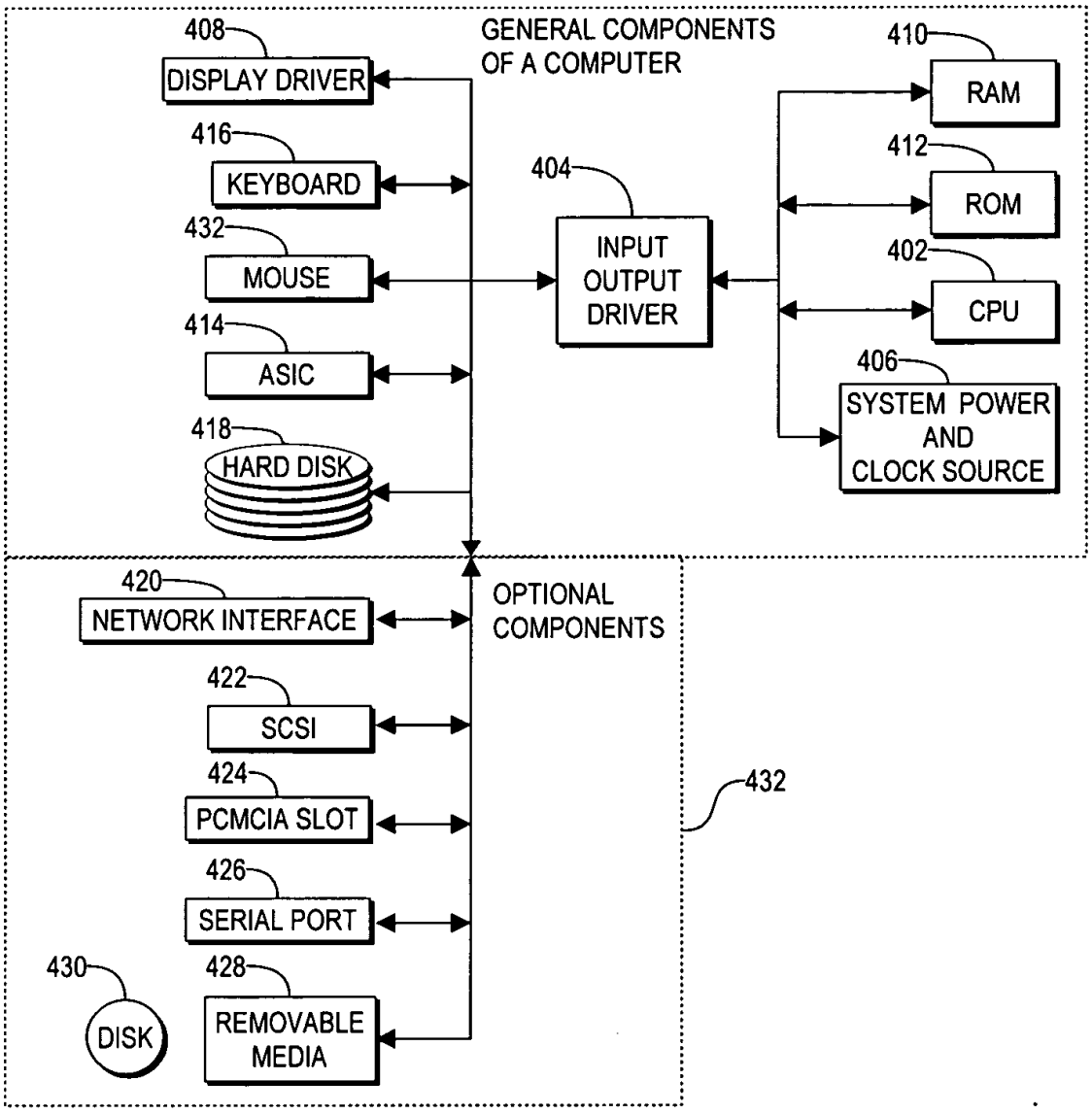
GENERAL COMPONENTS OF A COMPUTER
408
DISPLAY DRIVER
416
KEYBOARD
432
MOUSE
414
ASIC
418
HARD DISK
404
INPUT OUTPUT DRIVER
410
RAM
412
ROM
402
CPU
406
SYSTEM POWER AND CLOCK SOURCE
OPTIONAL COMPONENTS
420
NETWORK INTERFACE
422
SCSI
424
PCMCIA SLOT
426
SERIAL PORT
430
DISK
428
REMOVABLE MEDIA
432

FIG. 4

500

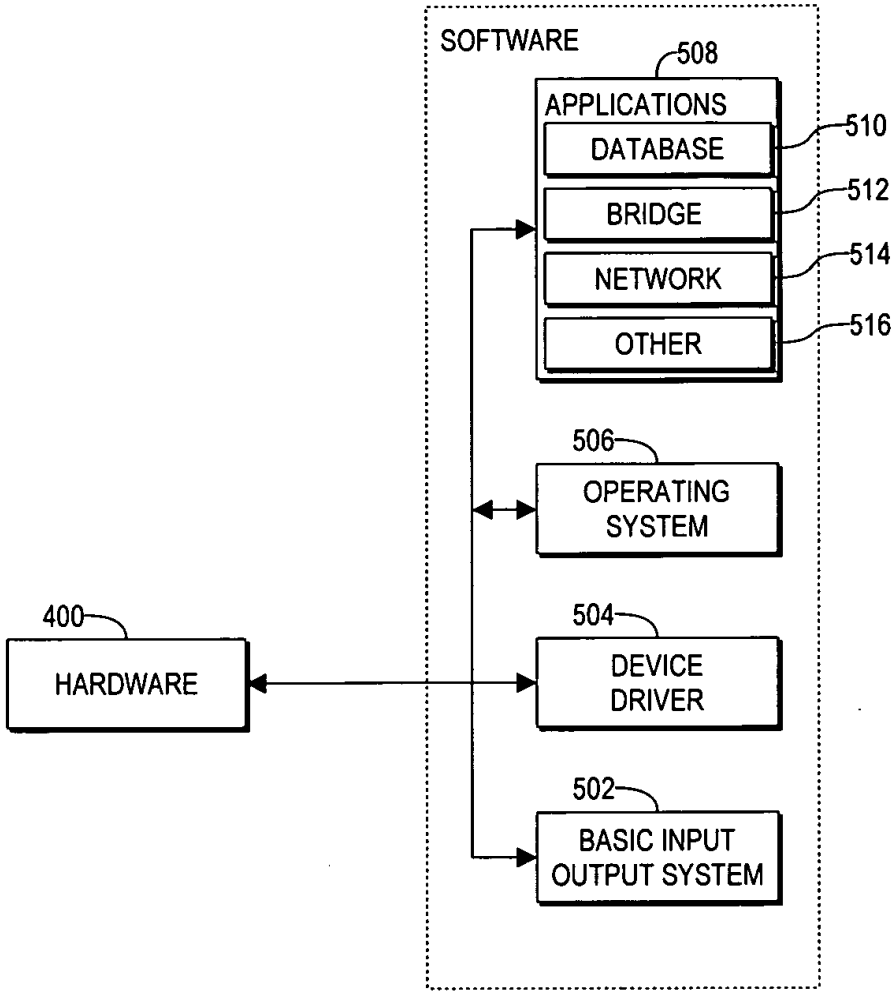
SOFTWARE
508
APPLICATIONS
DATABASE
510
BRIDGE
512
NETWORK
514
OTHER
516
506
OPERATING SYSTEM
400
HARDWARE
504
DEVICE DRIVER
502
BASIC INPUT OUTPUT SYSTEM

FIG. 5

608

600

WORK_HISTORY AT DATABASE # 1

602 WORK_ID	604 PROBLEM_ ID	606 WORK_HISTORY	
1	ABC	OPEN TICKET FOR ANALYSIS	610
2	ABC	SOLVE TICKET ABC	612
3	ABC	COPY IN SYSTEM # N	614
4	ABC	REOPEN ABC FOR REVIEW	616
5	ABC	COPY IN SYSTEM # N	618
6	ABC	DO NOT BOTHER WILL WORK ON ABC @ #N	620
7	ABC	COPY IN SYSTEM # N	622
8	ABC	SOLVED !	624
9	ABC	COPY IN SYSTEM #N	626

FIG. 6 A

WORK_HISTORY AT DATABASE # N

650

630 WORK_ID	632 PROBLEM_ ID	634 WORK_HISTORY	
1	ABC	OPEN TICKET FOR ANALYSIS	636
2	ABC	SOLVE TICKET ABC	638
3	ABC	COPY IN SYSTEM #1	640
4	ABC	REOPEN ABC FOR REVIEW	642
5	ABC	COPY IN SYSTEM #1	644
6	ABC	DO NOT BOTHER WILL WORK ON ABC @#N	646
7	ABC	COPY IN SYSTEM #1	648
8	ABC	SOLVED !	650
9	ABC	COPY IN SYSTEM #1	652

FIG. 6 B

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700

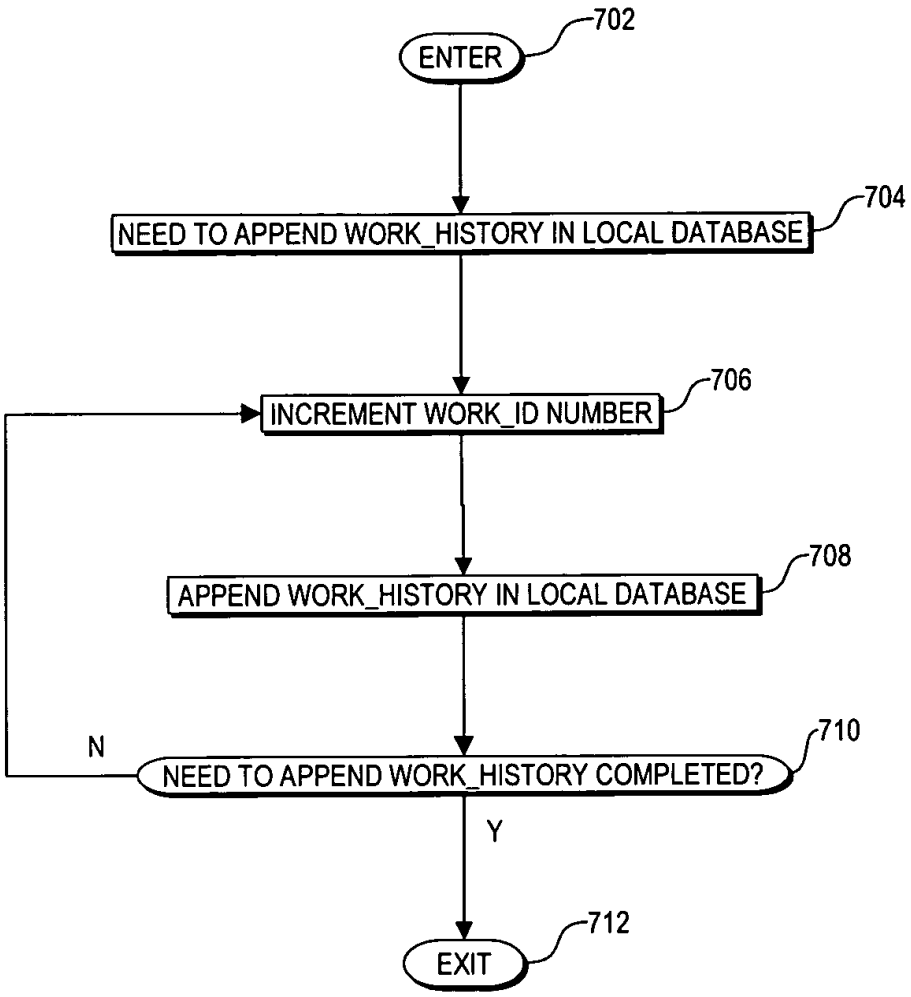
ENTER
702
NEED TO APPEND WORK_HISTORY IN LOCAL DATABASE
704
INCREMENT WORK_ID NUMBER
706
APPEND WORK_HISTORY IN LOCAL DATABASE
708
N
NEED TO APPEND WORK_HISTORY COMPLETED?
710
Y
EXIT
712

FIG. 7

800

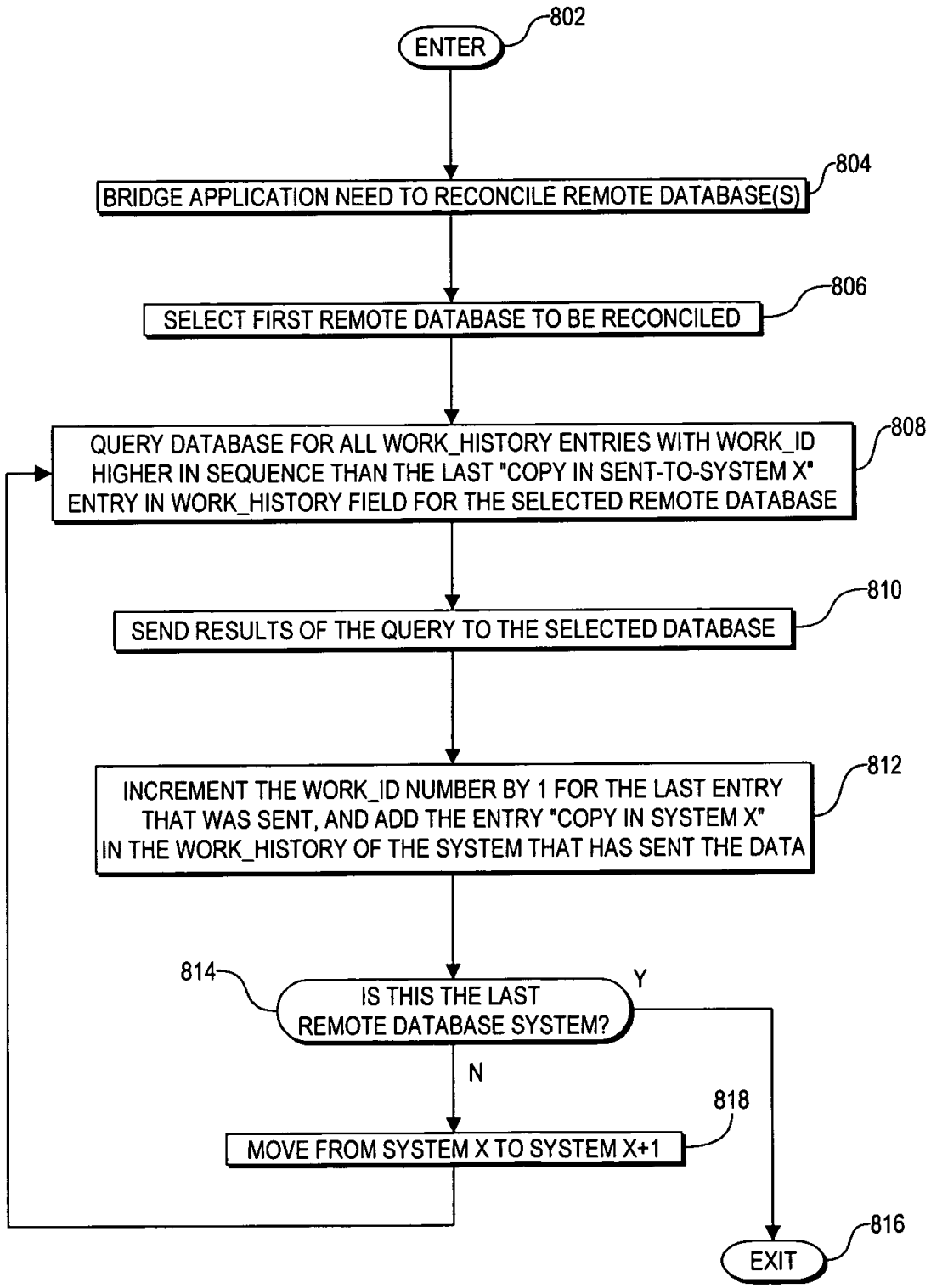

FIG. 8

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